

## iServe Servicing Inc. Home Affordable Foreclosure Alternative (HAFA) Matrix

All servicers that have signed agreements with the U.S. Department of the Treasury (Treasury) to participate in the Home Affordable Modification Program (HAMP) must consider eligible borrowers who do not qualify for HAMP for other foreclosure prevention options including Home Affordable Foreclosure Alternatives (HAFA) which includes short sale and deed-in-lieu. However, each servicer has some discretion in determining additional eligibility criteria and certain program rules. In order to assist borrowers and their representatives in understanding any unique components of a servicer's HAFA Policy, Treasury has developed this HAFA Matrix. The summary information in this matrix is prepared solely by iServe Servicing Inc. and does not represent any determination by the Treasury as to the servicer's compliance with the Treasury's policies and guidance for HAFA. Treasury does not endorse any language or policy described in this matrix. Any questions regarding the information contained in this matrix should be directed solely to iServe Servicing.

	<b>Last Updated:</b>
<b>ELIGIBILITY REQUIREMENTS</b>	<p>List HAFA basic eligibility and any servicer/investor specific requirements including any limitations based on:</p> <ul style="list-style-type: none"> <li>• <b>The current holder of your mortgage must participate in the HAFA program</b></li> <li>• The mortgage loan is delinquent or default is reasonably foreseeable. Loans currently in foreclosure or bankruptcy are eligible.</li> <li>• Foreclosure sale scheduled must not be within 30 calendar days of receiving your application</li> <li>• The mortgage loan is a first lien mortgage loan originated on or before January 1, 2009. This includes mortgages secured by: <ul style="list-style-type: none"> <li>○ Cooperative shares,</li> <li>○ Condominium units, and</li> <li>○ Manufactured housing (the first lien mortgage loan must be secured by the manufactured home and the land.</li> </ul> </li> <li>• The current UPB of the mortgage loan not including arrearages is not greater than: <ul style="list-style-type: none"> <li>○ 1 Unit \$729,750</li> <li>○ 2 Units \$934,200</li> <li>○ 3 Units \$1,129,250</li> <li>○ 4 Units \$1,403,400</li> </ul> </li> <li>• The property securing the mortgage loan is not condemned.</li> </ul>
<b>DOCUMENTATION REQUIREMENTS</b>	<p>List all HAFA and servicer/investor specific document requirements including those for:</p> <p><u>Preapproved Short Sale Agreement (SSA)</u> - To be considered for an SSA, homeowners must provide the following information:</p> <ul style="list-style-type: none"> <li>• Hardship Affidavit/Request for Modification and Affidavit (RMA)</li> <li>• Evidence of residency</li> <li>• Dodd Frank Certification</li> <li>• Subordinate lien documentation</li> <li>• Income verification</li> </ul> <p><u>Existing Offer Submitted Using an Alternative Request for Approval of Short Sale (Alternative RASS)</u></p> <p>Same documents as SSA <b>plus</b>:</p> <ul style="list-style-type: none"> <li>• Accepted purchase contract</li> </ul>

	<p><u>Imminent Default</u> – Borrower facing imminent default must provide verifiable proof of their hardship.</p>
<b>VALUATIONS</b>	<p><u>Establishing Property Value</u> –Property values are established through a Broker Price Opinion (BPO).</p> <p><u>Disputed Valuations</u> –</p> <ul style="list-style-type: none"> <li>• Supporting valuation documentation including BPO’s and CMA’s must be submitted to your account representative.</li> <li>• Evaluation of disputed values will be completed within 10 business days.</li> </ul> <p><u>Price Reduction Review During Marketing Period</u> – Listings will be reviewed on a bi-weekly schedule and may be subject to price reductions.</p>
<b>PAYMENTS DURING MARKETING PERIOD</b>	<p>Borrowers are required to make forbearance payments (not to exceed 31% DTI) during the marketing process if the property is owner occupied and not in foreclosure.</p>
<b>DEED-IN-LIEU POLICY / SPECIAL PROGRAMS</b>	<p><u>Deed-In-Lieu</u> – A Deed-In-Lieu will be considered if the property has clear title free of any subordinate liens.</p>
<b>AVERAGE TIMELINES</b>	<p>Describe approximate timeframes for processing various aspects of a HAFA short sale, including any specific requirements for borrower compliance with timelines, for example:</p> <ul style="list-style-type: none"> <li>• Submission of required income/eligibility documentation: 14 Days</li> <li>• Eligibility Review to Issuance of SSA: 45 Days</li> <li>• Borrower return of SSA : 14 Days</li> <li>• Marketing period: 120 Days</li> <li>• Submission of purchase contract: All purchase contracts must be reviewed by iServe Servicing prior to acceptance</li> <li>• Servicer’s approval of purchase contract: Review will be completed within 5 business days.</li> <li>• Escrow and Closing: 30 calendar days will be allowed for closing of escrow after short sale offer is accepted. The homeowner must obtain approval to extend timeframe from iServe Servicing if closing is delayed.</li> </ul>
<b>CONTACT INFORMATION</b>	<ul style="list-style-type: none"> <li>• General HAFA questions: 888-858-7378</li> <li>• Escalation of complaints or concerns: iServe- 877-308-4116 Treasury-888-895-HOPE</li> <li>• Single Point of Contact: 888-858-7378 and enter the extension of your account representative.</li> </ul>
<b>THIRD PARTY VENDORS</b>	<p>N/A</p>
<p><b>Servicer Disclaimer – Eligibility for the HAFA program is subject to note holder participation in the program.</b></p>	